

ABSTRACT OF THE DISCLOSURE

A system and method for providing a user interface for product exploration and product configuration in which a seamless integration of browsing, query, and human assistance is provided which is customized to the knowledge level of each individual user. Product information is displayed on a web site under multiple views represented by a tab on the user interface. If the user is not familiar with a web site's layout, s/he can type in a query, and documents based on relevance to the entered query will be returned. Relevance indicators are provided to indicate a relevance of each view, for each sub-category under a view, and a degree of relevance of the returned documents based on the user query. Actions of each user are summarized in a user summary, wherein if the user clicks on a help button provided on the user interface, said user summary is displayed to an agent.